## What are PAI's responsibilities?

The Plans, Analysis and Integration Office provides oversight of assigned programs; conducts analytical reviews; monitors Army baseline standards; captures and enables implementation of best business practices; identifies, tracks and orchestrates reporting of performance measures; and integrates and optimizes use of technology. This office is the garrison commander's focal point for strategy and management planning for USAG Schinnen. PAI consists of two branches, the Management Analysis Branch and Planning Integration.

## Simply Translated PAI is Responsible to ......

- Promote effectiveness and efficiency of garrison operations
- Determine strengths, weaknesses, opportunities and threats (SWOT)
- Develop strategies that are responsive to these things
- Measure performance against strategies and operational activities
- Align resources to provide baseline levels of service and achieve goals and objectives
- Spend accordingly
- A position in PAI includes the following tasks: consultant, communicator, liaison, analyst, change agent, integrator and coordinator of performance improvement initiatives, evaluator of potential best practices, integrator for ACOE Award Board submissions, OSA subject matter expert and champion of continuous improvement.

Current PAI Programs

- Installation Status Report (ISR)
- Army Performance Improvement Criteria (APIC)
- Organizational Self-Assessment (OSA)
- Cost Management (formerly Activity Based Costing)
- Productivity Improvement Review (PIR)
- Army Stationing and Installation Plan (ASIP)
- Common Levels of Support (CLS)
- Performance Management Review/ Quarterly Training Brief (PMR/QTB)
- Standard Garrison Organization (SGO)
- Interactive Customer Evaluation (ICE)
- Installation Planning Board (IPB)
- QPR Collaborative Management Software
- Geospatial & Information Service (GIS)
- Schinnen Webpage
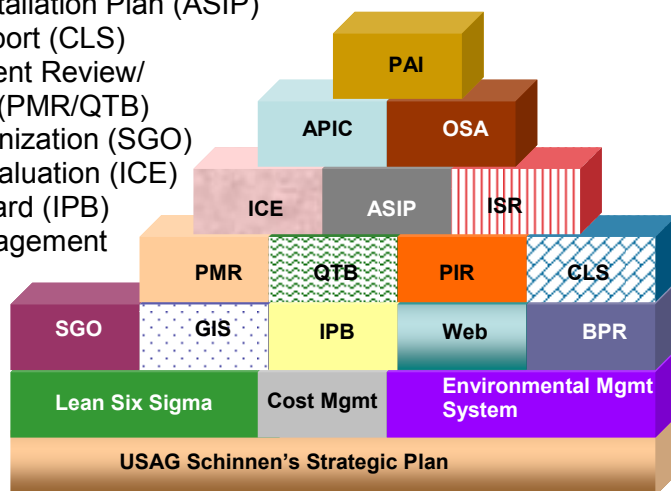
Performance Management Review (PMR) / Quarterly Training Brief (QTB)
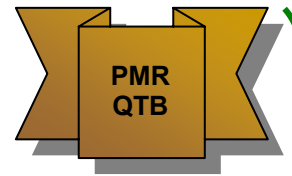
What is PMR/QTB? A Performance Management Review and Quarterly Training Brief (PMR/QTB) is a consolidated briefing that provides the GC with an overview of the garrison each quarter. The garrison leadership reports their performance and identifies areas for garrison emphasis based on historical trends and forecasts. This report links the Strategic Plan, our Mission Essential Task List (METL), and our ISR services.

Where We've Been:

⇒ Oct 04 – Our first PMR/QTB was presented. Directors are required to report current status for all ISR Amber and Red Performance Measures (PMs) quarterly.
⇒ The directors use this process to show improvement, trends and to report their 'way ahead'.
⇒ Sep 26 – 4Q05 PMR/QTB
⇒ Oct 26 – USAG BENELUX presents a consolidated PMR/QTB to Regional Director ratings

Where We're Going:

⇒ Dec 05 – 1Q06 PMR/QTB scheduled

Productivity Improvement Review (PIR)

What is PIR? Productivity Improvement Review (PIR) are cost savings, cost avoidance, or performance improvement initiatives that are suggested to the GC and may be approved/disapproved based on their feasibility. Identified savings are redistributed within the garrison.

Where We've Been:

The "Big Three" directorates (Public Works, Logistics and Morale and Welfare) have presented quarterly PIRs to the commander since Oct 03

⇒ Apr 05 - Public Affairs, Safety presented their first PIR
⇒ Sep 05 - Plans, Training, Mobility and Security presented their first PIR
⇒ Sep 05 - All directorates and special staff have received training and are participating in the program
⇒ Between Oct 03 – Aug 05 we introduced more than 25 initiatives totaling more than $600,000 in savings and a multitude of process improvement initiatives

Where We're Going:

⇒ Dec 05 – next PIR cycle

The key to Schinnen's success is buy-in from everyone. Each quarter LTC Richardson selects three (3) initiatives quarterly and presents the creator with €200 VVV tickets

Please contact our office for guidance or training (group or individual)

Installation Status Review (ISR)

What is ISR? The Installation Status Report (ISR) assesses quality and quantity against defined standards (Standards and Performance Measures (PM)).
The report is divided into three (3) sections: Services, Facilities/Infrastructure and Environmental. PAI manages the ISR Services reporting system and provides a consolidated report to the garrison commander (GC) yearly. This report provides the GC with an overview of the services provided, building and facilities condition and environmental health of the installation.

Where We've Been:

⇒ FY 03 - 95 services with 311 Performance Management Standards (PMS) (12 Red and 21 Amber ratings).
⇒ FY 04 - 81 services with 429 PMS (20 Red and 3 Amber ratings).

Where We're Going:

⇒ FY05 cycle will begin in January 2006. PAI anticipates a significant drop in the number of ISR Red ratings for 2005. This reduction is attributed to the hard work of our community.

Identifying our strengths and weaknesses during the Strategic Plan off-site, creating strong Goals and Objectives, commitment to our Action Plans and accreditation of our CYS (Family Child Care, Child Development Center, and School Age Services, and Youth Services) and Army Community Service are examples of our accomplishments.

Interactive Customer Evaluation (ICE)

What is ICE?

The Interactive Customer Evaluation (ICE) system is a web-based tool that collects feedback on services provided by our garrison. The ICE system monitors service satisfaction levels and provides the Schinnen Community leaders and managers with the opportunity to improve customer service.

Where Have We Been:

⇒ Schinnen implemented the ICE program in January 2004
⇒ Ninety percent (90%) of our employees received training within the first 30 days
⇒ Between Feb 04 and Sep 05, the system received 4,474 cards with a 98% satisfaction rate
⇒ PAI developed a standard ICE format that will be used to present the directorates' results during the Command and Staff meeting.

Where We're Going:

⇒ ICE Marketing Plan
⇒ Kiosks installation

Standard Garrison Organization (SGO)

SGO

What is SGO? In an effort to standardize U.S. Army Garrisons the Installation Management Agency (IMA) has announced the Standard Garrison Organization (SGO). The purpose is to achieve a common approach for managing Army Installations by modifying installation functions into a common organizational structure.

Where We've Been:

⇒ Jul 04 - SGO Implementation guidance received from IMA-E
⇒ Jul 04 - Mr. Tom Nunn, Directorate of Plans, Training, Mobility and Security (DPMTS) assigned as project manager for SGO
⇒ GC provides quarterly updates to the workforce during a Commander's Symposium
⇒ Aug 04 – USAG Schinnen logo selected
⇒ Aug 04 – Plans, Analysis and Integration Office fully operational
⇒ Jun 05 – Directorate of Emergency Services transition
⇒ 1 Oct 05 – 254TH Base Support Battalion (Schinnen) transitioned to United States Army Garrison Schinnen

Where We're Going:

⇒ 13 Oct 05 – IMA-E Reflagging Ceremony in Heidelberg

Army Stationing and Installation Plan (ASIP)

What is ASIP? Army Stationing and Installation Plan (ASIP) is a Department of Army (DA) database that reports the authorized population for Army Installations. This data is used as a basis for all planning and funding.
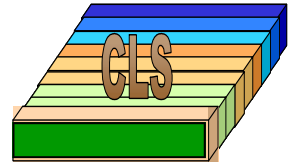
Where We've Been:

⇒ Mar 05 - completed a garrison-wide census
⇒ Apr 05 - DPW and PAI consolidated data and submitted updated ASIP numbers, increasing the assigned population by more than 30%

Where We're Going?

⇒ Review and implement new agreements

Common Levels of Support (CLS)

What is CLS: Common Levels of Support (CLS) provides garrisons with exact guidance and metrics for the delivery of services. CLS is a method for guaranteeing the delivery of high quality Base Operations Support Services (BASOPS) within the funds available to the Army. CLS ensures quality, consistent and predictable services.

Where We've Been:

⇒ CLS is still under development

Where We're Going:

⇒ Anticipate additional guidance and implementation in FY08
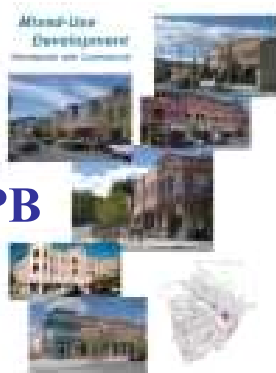
Coming Soon . . . .

QPR

LEAN SIX-SIGMA

IPB

Installation Planning Board

GIS

Geospatial and Information Services

Business Process Redesign